


Garry Holcomb
01/22/2003 02:09 PM

To: Youfan Gu/US/MKS@MKSINST
cc:
Subject:

Garry Holcomb
Electronics Design Engineer
MKS Instruments - HPS Products
5330 Sterling Drive
Boulder, CO 80301 USA
303-449-9861 x435
800-345-1967

----- Forwarded by Garry Holcomb/US/MKS on 01/22/2003 02:08 PM -----


Garry Holcomb
05/03/2001 01:28 PM

To: Matt Taylor/US/MKS@MKSINST
cc: Steve Sexton/US/MKS@MKSINST, Paul Dozoretz/US/MKS@MKSINST
Subject:

Hello Matt,

I sent you new two loadlocks for AMAT yesterday.

There are set at -2 Torr atmosphere switch and 100 mTorr vacuum switch.

I am attaching the preliminary manual. Let me know if you have any questions.

Garry Holcomb


MKS 901 Manual.doc


Garry Holcomb
01/22/2003 02:08 PM

To: Youfan Gu/US/MKS@MKSINST
cc:
Subject: Re:

Garry Holcomb
Electronics Design Engineer
MKS Instruments - HPS Products
5330 Sterling Drive
Boulder, CO 80301 USA
303-449-9861 x435
800-345-1967

----- Forwarded by Garry Holcomb/US/MKS on 01/22/2003 02:07 PM -----

Matt Taylor
04/11/2000 02:57 PM

To: Garry Holcomb/US/MKS@MKSINST, Jose Ferreira/US/MKS@MKSINST
cc: Steve Sexton/US/MKS@MKSINST, Bill Stewart/US/MKS@MKSINST, Trish Cooper/US/MKS@MKSINST, Barbara Lewandowski/US/MKS@MKSINST, Rick Siptrott/US/MKS@MKSINST, Lenny Detomasi/US/MKS@MKSINST, Bob Hastings/US/MKS@MKSINST, Neil Peacock/US/MKS@MKSINST, Henry Zweighaft/US/MKS@MKSINST, Jerry Urbanic/US/MKS@MKSINST
Subject: Re:

See my comments below in RED!

Garry Holcomb


Garry Holcomb
04/11/2000 01:25 PM

To: Matt Taylor/US/MKS@MKSINST
cc: Steve Sexton/US/MKS@MKSINST, Bill Stewart/US/MKS@MKSINST, Trish Cooper/US/MKS@MKSINST, Barbara Lewandowski/US/MKS@MKSINST, Rick Siptrott/US/MKS@MKSINST, Lenny Detomasi/US/MKS@MKSINST, Bob Hastings/US/MKS@MKSINST, Neil Peacock/US/MKS@MKSINST, Henry Zweighaft/US/MKS@MKSINST, Jerry Urbanic/US/MKS@MKSINST

Subject:

Matt,

I have tried to make sense of the serial #'s that are effected, so here we go;

We think that all of the serial #'s from WO B7555 (28) could be wrong.

Then 7 of the numbers out of WO LD625 are suspect, but we do not know which ones. The remaining 15 units on this WO were shipped out yesterday with the 39 units that should all be OK. So if it is possible, someone could look at all 39 serial #'s from the units shipped yesterday and eliminate the 15 good ones from LD625 and the 7 remaining numbers would be suspect. Are you confused yet?

completely.

Anyway, these 7 plus the 28 from B7555 should be all of the units that could be effected, for a total of 35 (this should be 36, but we lost one number somehow). If possible it would be good to locate and check all of these units.

Jose is working on it as we speak. I will have him send a report when he is done with the units he has checked, and reworked.

Let me know if you need anything else.

Thanks for all you help!

Thank YOU!

Garry



Garry Holcomb

04/11/2000 11:06 AM

To: Garry Holcomb/US/MKS@MKSINST
cc:

Subject: Applied Switch Serial #s

Work Order # - B7555

Date = 3/29/00

<u>#</u>	<u>Serial #</u>
1	0008996683
2	0008996685
3	0008996687
4	0008996691
5	0008996695
6	0008996697
7	0008996699
8	0008996701
9	0008996703
10	0008996704
11	0008996705
12	0008996707
13	0008996709
14	0008996711
15	0008996712
16	0008996713
17	0008996714
18	0008996715
19	0008996716
20	0008996717
21	0008996718
22	0008996719
23	0008996720
24	0008996721
25	0008996722
26	0008996723
27	0008996724
28	0008996725

Work Order # = LD625

Date = 4/5/00

<u>#</u>	<u>Serial #</u>
1	00095988104
2	00095988105
3	00095988106
4	00095988107
5	00095988109
6	00095988110
7	00095988111
8	00095988112
9	00095988113
10	00095988114
11	00095988115
12	00095988116
13	00095988117
14	00095988118
15	00095988119
16	00095988120
17	00095988121
18	00095988122
19	00095988123
20	00095988124
21	00095988125
22	00097988712

Matt Taylor To: Youfan Gu/US/MKS@MKSINST
01/14/00 12:02 PM cc:
Subject: Re: 41A-15794 Orders

Here it is!!!! All the documents that led up to the current settings on the Load Lock switch.

I knew I had it.

matt

----- Forwarded by Matt Taylor/US/MKS on 01/14/2000 11:56 AM -----

Luke Hinkle
03/24/99 10:03 AM

To: Matt Taylor/US/MKS@MKSINST
cc: Bob Maxwell/US/MKS@MKSINST, Jim Hatch/US/MKS@MKSINST, Dick Jacobs/US/MKS@MKSINST, John Hanzelka/US/MKS@MKSINST, Steve Sexton@MKSINST, Barbara Lewandowski/US/MKS@MKSINST, Bill Stewart@MKSINST, Jerry Colella/US/MKS@MKSINST, Jeff Peters/US/MKS@MKSINST, Trish Cooper@MKSINST
Subject: Re: 41A-15794 Orders

Matt,

I empathize with your frustration, but let's make sure we're all looking at the same data so we can fix what's broke and learn to avoid the next one. A chronology of the events is being prepared by Bob Maxwell and will be distributed so that we can see what happened and why. By the way, the present situation is not the result of someone intentionally screwing up or not caring about internal or external customers, so everybody just relax and focus on what we need to do now. (I believe we're not in as bad a shape as we might have thought.) If anyone has any doubt about what they need to do (or do differently), please contact Dick Jacobs or me to discuss.

Thanks,
Luke
Matt Taylor

Matt Taylor
03/23/99 06:40 PM

To: Jim Hatch/US/MKS@MKSINST, Luke Hinkle/US/MKS@MKSINST
cc: Dick Jacobs/US/MKS@MKSINST, John Hanzelka/US/MKS@MKSINST, Steve Sexton@MKSINST, Barbara Lewandowski/US/MKS@MKSINST, Bill Stewart@MKSINST, Jerry Colella/US/MKS@MKSINST, Jeff Peters/US/MKS@MKSINST, Trish Cooper@MKSINST
Subject: 41A-15794 Orders



Gentlemen

Several weeks ago, we determined that trying to use a hysteresis of 25% was impossible. On March 1, 1999, I was able to meet with Kelly Colborne and Fred Hariz and convince them that they MUST stick with the 2 Torr setpoint and 10% hysteresis that we originally spec'd for 41A-15794 (see history memo

attached). I had confirmation from Dick that the paperwork was going through to finalize that the 41A-15794 was being changed back to 10%, 10 Torr FS, 2 Torr sp.

There is no hold up due to the customer, and hasn't been for more than 3 weeks. Kelly is now in crisis mode, requiring these switches for customers who are making threats regarding the inferior devices they are using (GP now, Edwards threat). Originally we had an order for (4) pieces of these switches to go to John Hanelka to build replacements for assemblies already at Applied (see history attached). I have agreed to modify the devices that are already installed here, MYSELF. I agreed to do this so that the 4 units that have been on order for weeks, that were supposed to be my warranty replacements, can be applied to the two open orders for Applied (218964 and 221413). This way Kelly can make her customers happy, I can make Applied happy, and this ECO will finally go through.

Well, after more than three weeks of calls from HPS planning to MKS, they are still being told that the customer has not told us what the requirements are (please see attachment), and that is why MKS will not deliver the parts to HPS. I have been trying to help HPS expedite this order and keep things under control at Applied at the same time, but it seems to have hit critical mass and we need to deliver switches NOW.

We are not yet designed in with this assembly, and we are now dangerously close to losing this opportunity, since the customer is beginning to wonder if we will be able to deliver. Since I modified two pieces here myself, with instructions sent to me from Dick Jacobs, I really don't understand why we can't build 6 (granted, was 4, is now 6) pieces to fill our requirements. It requires changing ONE resistor.

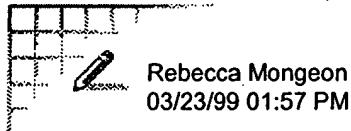
Please respond to this message as soon as a true and ACCEPTABLE date can be provided to HPS, so that I can tell the customer that we can indeed supply what they need.

matt



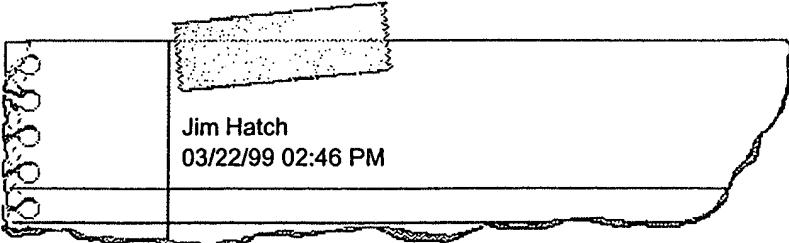
41A-15794.doc

----- Forwarded by Matt Taylor/US/MKS on 03/23/99 02:02 PM -----



To: Matt Taylor/US/MKS@MKSINST
cc:
Subject: 41A-15794 Orders

----- Forwarded by Rebecca Mongeon/US/MKS on 03/23/99 02:53 PM -----



To: Rebecca Mongeon/US/MKS@MKSINST
cc:
Subject: 41A-15794 Orders

Rebecca,

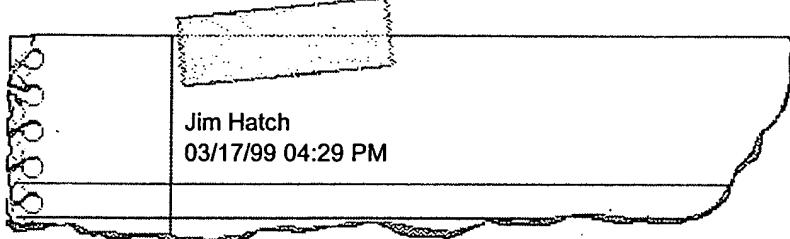
Reference your fax to me earlier today...

I am in receipt of your new PO# 86706, however I cannot give you a delivery. The reason, as I understand it, is that your end user has not fully decided what they really want. Our engineering group is in touch with them and are being supplied standard units for modification in two weeks. When the customer and engineering issues are resolved, our planners can give me delivery information, which I will pass on to you. The same scenario applies to your existing PO# 85725, although the standard units being manufactured for modification are a little further along.

If you have any questions in the meantime, please let me know.

Regards,
Jim Hatch

----- Forwarded by Jim Hatch/US/MKS on 03/22/99 04:33 PM -----



To: Rebecca Mongeon/US/MKS@MKSINST

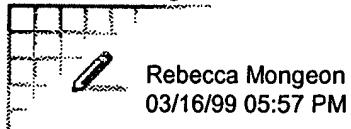
cc:

Subject: Re: 

Hello Rebecca.

I thought I'd let you know that I submitted this request to our Production Planner this morning and am still waiting for lead time information. As soon as I get it, I will let you know.

Regards,
Jim
Rebecca Mongeon



To: Jim Hatch/US/MKS@MKSINST

cc:

Subject:

Good Afternoon Jim,

I need to place an order for 2 ea 41A-15794. I have 4 on order currently. What is the leadtime for this gauge? Please advise, I would like to place an order on Wednesday.

Thanks,

Rebecca

Matt Taylor
03/01/99 04:05 PM

To: Dick Jacobs/US/MKS@MKSINST
cc:
Subject: 41 switch. Surprised?

Hey Dick

Okay, I don't know how, but I did it. They had a big meeting to discuss this again. I was invited. I got up at the board and explained, again, all the reasons why a 25 torr hysteresis is such a bad idea. The FIRST reasons (particles, etc). Then I discussed how our circuitry isn't even designed to handle such cases, and that if you want such a bad hysteresis, you have to have a bad set point, etc. I sold enough of them, but it was no easy task!

We want the 41A-15794 to be what we said it would be last time. 41A11DCA1BF002 with a 10% hysteresis.

YAAAAAY!!!!

So, after all of this, I sent you the 10 Torr sensor back. You will have it after you get your Fed-Ex delivery. We just need to make that one back the way it was and I will bring it back to Kelly. They are going to try two other solutions 1) constant purge once SP is reached, or 2) open a valve to atmosphere once sp is reached.

Another thing that has come up is the possibility of using a 11T instead of a 11D with a 5 Torr sp, but they still want a ridiculous hysteresis. I am actively discouraging that.

Matt

Matt Taylor
03/11/99 10:39 AM

To: Dick Jacobs/US/MKS@MKSINST, John Hanelka@MKSINST
cc: Jim Mueller/US/MKS@MKSINST, Steve Sexton@MKSINST, Jeff Peters/US/MKS@MKSINST
Subject: Loadlock Gauge swap-out

Once upon a time, a long time ago, we were going to replace a number (8) of the 41 switches on the 93-7585s that are at Applied. The reason was because the hysteresis was incorrectly set at 0.25%, and instead of correcting to 3%, we actually developed the special 41A-15794 which has a 10% hysteresis (and a new setpoint of 2 Torr)

In order to start this correction, HPS ordered (4) 41A-15794s. HPS would put the Y-cable on the 4 pieces, I would swap them with (4) at AMAT that has the wrong hysteresis on them, have those 4 reworked, and replace the second 4. Everyone would then be happy.

BUT the dark side of Applied showed it's ugly head, and we all went scrambling for ways to do other things.

Last week, I convinced Applied that we want to make the 41A-15794 just as we originally intended. 2 Torr sp, 10% hysteresis. This is definite.

Now to the point. We still need those (4) units to retrofit, and we need them soon (like in 2 weeks). Is this order still being processed? Dick, can we meet this requirement, even if we are just modifying (4) of the existing boards? Kelly is aware that the stupid 25% request is what set us back so far, but we want to get everything back on track immediately.

Can I please get an update as to when we will receive the (4) units with cables for retrofitting?

Thanx everyone

matt

Matt Taylor
03/16/99 11:15 AM

To: Dick Jacobs/US/MKS@MKSINST, John Hanelka@MKSINST
cc: Barbara Lewandowski/US/MKS@MKSINST, Steve Sexton@MKSINST
Subject: switch 41A-15794



Hello everyone

I just want to make sure that the order for (4) switches with the 2 Torr sp and 10% hysteresis is still being expedited to John to have the Y cable attached. KELLY COLBORNE NEEDS THESE PARTS NEXT WEEK! I know we might not be able to make this date, but she is really in a bad position with this right now, and even though it is not our fault, we are not looking great right now. I believe the order was increased to (6) pieces since HPS needs (2) for purchased assemblies. WE NEED TO GET THE 4 WARRANTY PIECES DONE FIRST!

Dick, I know that it will take 72097428749820 months before the outsourcing company will supply us this way, but can't we have 4 pieces done there by hand? John Hallahan and I did the first 2 here with no problem, and no, that is not an offer to do 4 more.

Please help me get this one item taken care of ASAP, this is extremely critical to our survival on this product!

Thanx everyone!

Matt

▼
Matt Taylor
03/17/99 09:13 AM

To: Dick Jacobs/US/MKS@MKSINST
cc: John Hanelka@MKSINST, Barbara Lewandowski/US/MKS@MKSINST
Subject: Re: switch 41A-15794

well, this is good news!!! Thanx, Dick! (also, Do I dare say that they might want to do SIX to meet the HPS requirement for 2 pieces that were ordered and already late?)

matt

▼
Dick Jacobs
03/16/99 01:09 PM

To: Matt Taylor/US/MKS@MKSINST
cc:
Subject: Re: switch 41A-15794

Engineering is working right now to get these four units done by hand in Engineering. They will feel more comfortable having the more units of the special under their belt before it goes to production. It will also be the fastest we can get this done. You should have received the one unit back yesterday, and planning is trying to move the material to Engineering asap (Jerry Colella has been involved). Right now, these are scheduled from the floor March 25, and Engineering will need a day or so, so it looks like the end of next week at the absolute best. (And when do things work out well for us?) Given the visibility, I am not sure there is much more that can be done.

Regards, Dick

▼
Matt Taylor
03/22/99 03:34 PM

To: John Hanelka/US/MKS@MKSINST, Dick Jacobs/US/MKS@MKSINST, Barbara Lewandowski/US/MKS@MKSINST, Steve Sexton@MKSINST

cc: Jeff Peters/US/MKS@MKSINST
Subject: Those darned switches 41A-15794

I just met with Kelly Colborne. Some of her urgents have become more urgent than other urgents.

Anyway, there are two open orders for ENTIRE ASSEMBLIES. These orders are 218964 for (2) pieces and 221413 for (5) pieces.

She knows we have (4) on order for her warranty replacements and (2) more for the order 218964.

She needs for us to change and put all 6 pieces against those two orders, which is bad news for John and worse news for me.

Dick, I am now required to change the devices here by hand that we were going to warranty replace. I might need more resistors.

John, that order for warranty replacements...kill it

Barbara, the 4 pieces that were being expedited for that warranty replacement thing should now be applied to the 221413 order.

In addition, HPS will now have to supply entire assemblies with moducels and weldments, as soon as it is possible. They will, of course, take partials (so one piece will remain open for a while)

Sharon, both of these orders need to be changed to Fed-ex P1.

John, how much will having to supply the weldments and 325s slow us down if Dick still gets you the switches by 3/26?

According to Kelly, this new situation is of the utmost urgency. Apparently they had such big problems with the GP gauges at AMD that their customer was threatening to take the GPs off himself and putting Edwards piranis in there (which, of course, would be worse)

Can we do this? How quickly?

Thanx everyone.

matt